WYNN LAS VEGAS
HEALTH & DISINFECTION PROGRAM

We are closely monitoring government policy changes, Centers for Disease Control (CDC) guidelines, government mandates, and public health advancements and will continue to make changes as necessary or appropriate to our protocols and procedures. This program has been developed in consultation with three leading public health and medical professionals including current or former faculty and fellows of Georgetown and Johns Hopkins Universities.

A risk of exposure to COVID-19 exists in any public place or accommodation. COVID-19 is an extremely contagious disease that can cause severe illness and death. By visiting Wynn Las Vegas, you voluntarily assume all risks related to exposure to COVID-19.
A NOTE FROM OUR GENERAL MANAGER

Wynn Las Vegas and Encore will reopen on June 4th, following a careful, data-driven three-month program by the State of Nevada that has resulted in a downward trend in COVID-19 both statewide and in Las Vegas.

For the team at Wynn Las Vegas, that means we’re able to finally do what drives us every day: create exceptional guest experiences. You will receive the full Las Vegas experience at Wynn from the moment you arrive. We will open both Wynn and Encore hotels, 16 restaurants, 6 bars and lounges, 3 shopping esplanades, 5 pools, 2 salons, 2 spas, the golf course and both Wynn and Encore casinos. In other words, Vegas just as you remember it.

At Wynn Las Vegas, you will have available the amenities you’ve come to know us for, on day one, all under one roof, so you’ll enjoy the comfort and peace of mind of never having to leave the resort. Because we have continued to pay all our employees throughout our closure, our team has remained intact and united, ready to deliver the level of service you expect as soon as you step through our doors.

We enlisted a team of top-rated medical and health professionals including current or former faculty and fellows of Georgetown and Johns Hopkins Universities from Georgetown and Johns Hopkins Universities to help develop our health and disinfection program; now considered the gold standard in our industry. We want you to leave health and safety worries behind and enjoy a relaxing getaway.

A few things you can expect to see:

- Non-invasive thermal temperature scans at all entrances.
- All employees wearing face coverings, and complimentary face coverings available and encouraged for guests.
- A team of cleaning professionals disinfecting guest areas 24 hours a day.
- Nearly 300 hand sanitizer stations throughout the resort.
- Appropriate and comfortable physical distancing in all gaming and dining areas.

All Wynn employees have been COVID-19 tested before they returned to work and are required to complete a health questionnaire every day before they enter the resort. All have been thoroughly trained in our health and disinfection program.

The plan below presents our efforts to keep our guests, employees, and our community safe. Each operating department in the resort has its own customized set of procedures, even more detailed than the 20-page summary presented here. It relies on the best available science on disinfection methods in consultation with professional infectious disease experts from the best academic institutions in the country.

I look forward to personally welcoming you back to Wynn Las Vegas.
Warmest Regards,

Ramesh Sadhwani
General Manager
Wynn Las Vegas
1 Employee & Guest Health
The health and safety of our employees and guests is our number one priority.

Thermal Cameras. Points of entry will be limited to allow our security team to conduct non-invasive temperature checks utilizing thermal cameras. Anyone displaying a temperature of 100.4°F or above\(^1\) will be taken to a private area for a secondary screening including a health declaration and a temporal temperature reading. Employees or non-hotel guests confirmed to have a temperature of 100.4°F or above will not be allowed entry to the property and will be directed towards appropriate medical care. Hotel guests from out of town will be offered testing for COVID-19 as required by the Nevada Gaming Control Board Health and Safety Policies for Resumption of Gaming Operations, Nonrestricted Licensees.

Physical Distancing. Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, waiting for elevators or moving around the property. Restaurant tables, slot machines and other physical layouts will be arranged to ensure appropriate distancing. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible. All resort outlets will comply with, or exceed, local or state mandated occupancy limits.

Hand Sanitizer. Hand sanitizer dispensers, touchless whenever possible, will be placed at key guest and employee entrances and contact areas such as elevators, driveways, reception areas, hotel lobbies, throughout the casino floor, at each table game, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons, spas and exercise areas.

Face Coverings\(^2\). Employees will be required to wear face coverings, unless management determines, in its discretion, that other safety protocols are sufficient to protect the employee and guests. Certain employees with significant exposure to guests for long periods of time will be allowed, at their discretion, to wear company issued N95 or equivalent masks. Guests are strongly encouraged to wear face coverings at all times, and in some settings where physical distancing is difficult or barriers do not exist, will be required to do so. For example, guests will be required to wear face coverings in the salons and spas. Face coverings will be provided free of charge. Guests may be required to briefly lower face coverings for identification purposes in compliance with regulatory and safety requirements.

Front of the House Signage. There will be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks and face coverings. Table game electronic signs will also be used for messaging and communication.

Back of the House Signage. Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose of masks and face coverings, use gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

Employee & Guest Health Concerns. Our employees have been given clear instructions on how to respond swiftly to all presumed cases of COVID-19 on property. We will be ready to provide support to our guests. Employees are required to stay home if they do not feel well, if they or a household member have tested positive for COVID-19, and will be placed on a medical leave of absence pursuant to the company’s illness and absence policies. Employees are also instructed to contact a manager if they notice a coworker or guest displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19. Employees and guests who are exhibiting any of the symptoms of COVID-19 while at the property are instructed to immediately notify their manager (employees) or hotel security at 702.770.2820 (guests or employees). A certified emergency medical technician (EMT) will be on site 24 hours per day during the initial re-opening period.

Case Notification. If we are alerted to a presumptive case of COVID-19 at the resort, we will work closely with the Southern Nevada Health District (SNHD) to provide appropriate information and follow its recommended protocols.

2 Employee’s Responsibilities

Wynn Employees are vital for an effective health and sanitation program.

Hand Hygiene. Correct hygiene and frequent handwashing with soap is vital to help combat the spread of virus. All Wynn employees have been instructed to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the gaming floor, going on break and before or after starting a shift.

COVID-19 Training. All employees will receive mandatory training on COVID-19 disinfection and safety protocols including, but not limited to, proper hand hygiene, coughing and sneezing etiquette, proper face covering and PPE usage, physical distancing, the differences between cleaning, sanitizing and disinfecting, COVID-19 symptoms and reporting protocols and the employee illness and absence policies. More comprehensive training will be provided for our teams with frequent guest contact including Housekeeping, Food & Beverage, Casino Operations, Public Area Department (PAD), Hotel Operations and Security. All training will be available in a minimum of English and Spanish. Employees will not be permitted to return to their duties until they have been appropriately trained.

COVID-19 Testing & Screening. All employees have access to company sponsored testing through Wynn’s partnership with University Medical Center (UMC). Employees will be screened utilizing the questions from the SNHD COVID-19 Screening Questionnaire for
Employees prior to the start of each shift and results logged capturing the information requested on the SNHD Employee Illness Log. Employees who test positive or show the known symptoms of COVID-19 will not be permitted on property until they meet the CDC’s Discontinuation of Isolation criteria utilizing laboratory confirmed testing.

Personal Protective Equipment (PPE). Appropriate PPE will be worn by all employees based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Gloves will be provided to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.

Daily Pre-Shift & Timekeeping. Employee pre-shift meetings will be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments will stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators. Hand sanitizer will be available at each timeclock location and employees will be required to sanitize their hands after clocking in. Our management team will ensure constant communication and proper PPE, cleaning and disinfection procedures are followed and updated per the latest expert and regulatory guidance.

3 The Guest Journey

Guest Arrival

a) Guest Arrival at Valet

- Valet attendants will greet guests and request the driver to roll down the windows, turn off the air conditioning and place the key in the cup holder.
- Valet attendants will use hand sanitizer before handing a guest a valet ticket and after each interaction with a guest’s vehicle.
- Single use steering wheel and gear shift covers will be used on each vehicle.
- Guests will enter the resort through doors that have hand sanitizer available, are either propped open, are automated or manually operated by an employee.
- Guests requesting bell service will be assisted and the bell cart will be disinfected after each guest is assisted.

b) Guest Arrival by Taxi, Ride Share and Non-Wynn Limousines

- Guests will enter the resort through doors that are either propped open, are automated or manually operated by an employee, or in the absence of those, will have hand-sanitizer available.
- Employees will not open the doors of cars or taxis.
- Guests requesting bell service will be assisted and the bell cart will be disinfected after each guest is assisted.

c) **Guest Arrival by Wynn Limousine (SUVs and Sedans)**
   - Limos will be thoroughly cleaned before and after each use.
   - Guests will be encouraged to wear provided face coverings
   - No more than four guests will be permitted per SUV and no more than two guests will be permitted per sedan.
   - Guests will not be permitted in the front passenger seat.

d) **Resort Entry (all arrivals)**
   - A security officer will greet each visitor as they enter the resort.
   - Visitors will be screened for temperature and then asked to use hand sanitizer and encouraged to wear a mask or face covering which will be provided to the guest.
   - Appropriate signage will also be prominently displayed outlining proper face covering usage and current physical distancing practices in use throughout the resort.

**Hotel Guest Elevators**

a) The button panels will be cleaned and disinfected at regular intervals, at least once per hour.

b) Signage will be posted to explain the current procedures.

c) No more than four guests will be permitted per elevator.

d) Guests riding in elevators with other guests not in their traveling group will be encouraged to use a face covering.

**Guest Room Disinfection**

a) Guests will be assigned a room that has been thoroughly cleaned, disinfected and sealed with a disinfection sticker that the guest will break upon entry.

b) Each guest room will be provided a COVID-19 awareness card outlining the health and disinfection steps being taken by the resort.

c) A spray bottle of sanitizer or wipes will be provided in each room for guest use (subject to availability and stored out of reach of small children).

4 **Cleaning Products and Protocols**

Our resorts use cleaning products and protocols which meet or exceed CDC and Occupational Safety and Health Administration (OSHA) guidelines. The disinfectants being used are listed on Environmental Protection Agency (EPA) List N⁶ and meet the criteria for use against SARS-CoV-2, the virus that causes COVID-19, and are effective against viruses, bacteria and other airborne and bloodborne pathogens. Electrostatic disinfectant sprayers containing hospital disinfectant will be used as appropriate in enclosed spaces. Ultraviolet Light (UV) technology will be used to provide an additional level of disinfection in large public restrooms and guest rooms with confirmed cases of COVID-19. We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE. PAD, Housekeeping and Stewarding will be the primary departments responsible for all cleaning and disinfecting in their respective areas (per regular business operating procedures). Other departments will support as appropriate for employee and guest service and safety. In

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⁶ [https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)
preparation for our public re-opening we continually maintained the property and have thoroughly cleaned and disinfected high traffic areas and contact surfaces throughout the resort.

**Public Spaces and Communal Areas.** The frequency of cleaning and disinfecting has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, casino cage counters, gaming machines, gaming tables, gym equipment, dining surfaces and seating areas. Large public restrooms throughout the resort will undergo an additional disinfection utilizing UV technology on a regular basis.

**Guest Rooms.** Industry leading cleaning and disinfecting protocols are used to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, phones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The existing Amazon Alexa units allow for touchless control of key features including drapery, air conditioning and lighting. Upon check out each room will be thoroughly cleaned and disinfected using EPA List N approved chemicals and then sealed with a disinfection sticker.

**Laundry.** All bed linen and laundry will continue to be washed at a high temperature and in accordance with CDC guidelines\(^7\). Dirty linen will be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

**Back of the House.** The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, security scanning podiums, Employee Relations service desks and training classrooms.

**Shared Equipment.** Shared tools and equipment will be disinfected before, during and after each shift or anytime the equipment is used by or transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, time clocks and all other direct contact items used throughout the resort. Refrigerators, water coolers and coffee brewers with disposable cups and single serve condiments and creamers may continue to be used with proper hand hygiene and enhanced disinfection protocols. Shared condiments and personal items including reusable food and beverage containers, coolers, cups and bags may not be used until further notice\(^8\).

**Room Recovery Protocol.** In the event of presumptive case of COVID-19 the guest’s room will be removed from service and quarantined at least 24 hours before cleaning and disinfecting. All rooms with a presumptive or confirmed case of COVID-19 will be thoroughly

cleaned and disinfected with UV or electrostatic spray technologies. In the event of an identified, positive case, the room will only be returned to service after undergoing cleaning and disinfection that meets or exceeds SNHD’s Enhanced Cleaning of Guestrooms During COVID-19 Pandemic protocol9 and applicable state laws including NRS 447.100 which requires the room remain out of service for a minimum of 48 hours following the complete disinfection of the room10.

Air Filter and HVAC Cleaning. The frequency of air filter replacement and HVAC system cleaning has been increased and fresh air exchange will be maximized.

5 Face Covering & PPE Distribution Locations

<table>
<thead>
<tr>
<th>Front of the House</th>
<th>Back of the House</th>
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<tbody>
<tr>
<td>All Resort Entrances</td>
<td>Employee Entrances (Face Coverings)</td>
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<td>Red Card Kiosks</td>
<td>Department Specific Locations</td>
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<td>Limousines</td>
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<td></td>
<td>Including Kitchens, Housekeeping &amp; PAD Closets</td>
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6 Physical Distancing

Throughout the resort we will meet or exceed all state and local authority guidelines on proper physical distancing for the applicable areas. For example, all casino areas and restaurants are currently mandated to be limited to 50% occupancy as well as maintaining 6 feet of separation where applicable11.

Queuing. Any area where guests or employees queue will be clearly marked for appropriate physical distancing. This includes ingress, check-in, check-out, timeclocks, elevator lobbies, coffee shops and casual dining and transportation lines.

Hotel Front Desk, Business Center and Concierge. Employees will use every other workstation to ensure separation between employees whenever possible.

Restaurants and Bars. Restaurants and bars will reduce seating capacities per table and venue to meet or exceed state and local guidelines or requirements to maintain six feet of separation between each seated group of guests traveling together. Reservations will be required for full-service restaurants and guests waiting to be seated will be asked not to

10 [https://www.leg.state.nv.us/NRS/NRS-447.html#NRS447Sec100](https://www.leg.state.nv.us/NRS/NRS-447.html#NRS447Sec100)
wait inside the restaurant. Restaurants will text or call guests waiting to be seated once their tables are ready. Guests will not be allowed to walk-up to bars and congregate.

**Slots Operations.** Slot machines will be disabled and/or reconfigured with the chairs removed to allow for proper physical separation between guests and to ensure occupancy does not exceed 50% of the casino area. Casino supervisors and managers will ensure that guests do not congregate in groups.

**Table Games Operations.** Table games will have chairs removed and playing positions limited, based on the type of game, in accordance with regulatory guidelines and requirements. Casino supervisors and managers will ensure that guests do not congregate in groups and that occupancy does not exceed 50% of the licensed capacity.

**Meeting and Convention Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC\(^\text{12}\) and state recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles. Ballrooms and meeting rooms will be limited to 50% occupancy and groups will be limited in accordance with state mandates.

**Retail Spaces.** In coordination with our retail partners and tenants, stores will be limited to 50% guest occupancy limits and store employees will ensure guests follow physical distancing requirements.

**Pools.** Pool venues will be limited to 50% occupancy with seating configured to maintain six feet of separation between groups of guests traveling together. Reservations will be required. Attendants and lifeguards will ensure that guests do not congregate.

**Salons.** Hair, nail and skin care treatment areas will be configured to allow for a physical divider or six feet of separation between chairs and other guests. Reservations will be required, and guests will be asked to wait outside of the salon until their appointment time. Guests will be required to wear a face covering or mask unless impracticable.

**Spas.** Spa treatments will be available in private treatment rooms and by appointment only. All communal areas including locker rooms (restrooms to remain open), saunas, steam rooms, plunge pools will remain closed until allowed by state and local authorities.

**Fitness Centers.** Fitness Centers will be available by appointment only in 45-minute sessions to ensure appropriate occupancy limits. Equipment will be reconfigured to allow for six feet of separation between guests.

**Back of the House.** Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, employee services windows, warehouses, and other high-density areas in order to ensure appropriate distancing between employees.

DEPARTMENT SPECIFIC DISINFECTION POLICIES

Additional department and protocols are under review and will be added/modified as developed

EMPLOYEE SERVICES & HUMAN RESOURCES

7 Uniform Control
   Cleaning & Disinfecting Protocol
   a) Laundry will be cleaned in accordance with CDC guidelines

   Physical Distancing Protocol
   a) A uniform control employee will be stationed at the entry to control maximum occupancy of the space
   b) Clearly defined lines and waiting areas will be clearly marked on the floor in front of the uniform distribution counters
   c) Locker room floors will be clearly marked with available and unavailable spaces to be used for dressing
   d) One employee at a time will be allowed into the processing area for loaners and exchanges

   Guest Considerations
   a) No department specific requirements

CASINO OPERATIONS

8 Casino Cages
   Cleaning & Disinfecting Protocol
   a) Guest facing counters will be disinfected at least once per hour
   b) All chips will be cleaned using a commercial high temperature dish washer prior to reopening. Thereafter, chips will be disinfected individually before leaving the cage to fill or refill a game

   Physical Distancing Protocol
   a) Guests will be asked to maintain six feet of separation while waiting in line with the spacing to be clearly marked on the floor

   Guest Considerations
   (a) Hand sanitizer bottles will be located on the guest counter at the Wynn Baccarat Cage
   (b) Hand sanitizer stations will be located outside of the Wynn and Encore Main Cages

9 Slot Operations
   Cleaning & Disinfecting Protocol
   (a) Hand sanitizing stations on the Wynn Casino floor including one adjacent to Red Card Booths and all ATMs
   (b) Workstations will be disinfected at least once every four hours
   (c) Slot attendants will offer to sanitize slots for guests sitting down at a machine
   (d) Slots will be cleaned and disinfected at least once every hour

(e) PAD, assisted by slot supervisors, will complete a log to track each machine’s disinfection schedule

Physical Distancing Protocol¹⁴
(a) Slot machines will be turned off and/or reconfigured with the chairs removed to allow for separation between guests
(b) Guests will be asked to maintain six feet of separation while waiting in line at Red Card Desks

Guest Considerations
(a) Hand sanitizer dispensers will be placed throughout the slot floor
(b) Signage will be placed throughout the slot floor to remind guests to sanitize slot machines before use or contact a slot attendant for assistance

10 Table Games Operations

Cleaning & Disinfecting Protocol
(a) All chips will be cleaned using a commercial high temperature dish washer prior to reopening. Thereafter, chips will be disinfected individually before leaving the cage to fill or refill a game
(b) Card games will be dealt face up and customers will not touch cards
(c) Baccarat cards may be handled by guests and will be destroyed after each use
(d) All other card games will change cards every eight hours
(e) Supervisors will disinfect table game rails, chairs and if applicable plexiglass after each guest leaves a game
(f) Dealers will clean and disinfect dice for each new shooter
(g) Dealers will disinfect the on/off button when entering a game
(h) Dealers will disinfect the exterior of the card shoe when entering a game and the interior of the card shoe when the game goes dead
(i) Supervisors will disinfect the outside of shufflers every four hours; inside to be disinfected once per week
(j) Roulette wheel head, ball and dolly will be disinfected when a new dealer enters the game
(k) Supervisor will disinfect the Chipper Champ every hour
(l) Pai Gow tiles will be disinfected when new dealer enters game
(m) Big Six Wheel spokes and mirror will be disinfected by opening and closing supervisor
(n) Pit Podiums will be disinfected by Pit Administrator every hour including phones, computers, Veridocs, all hard surfaces and cabinetry
(o) Visual Limits and Elo units will be disinfected every time a new supervisor enters the pit
(p) Dealers will disinfect the money paddle when arriving at the game
(q) Baccarat discard pail and BJ discard holders will be disinfected by supervisor once every four hours
(r) Dealer will disinfect toke boxes when entering a game
(s) PAD will increase trash pick-up in pits
(t) Pit Technicians will disinfect hard surfaces and push carts at the beginning and end of each shift

¹⁴ https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731
(u) Employees will maintain physical distancing and disinfect tables and chairs after using the Dealers’ Lounge
(v) Dealer’s Lounge will be deep cleaned daily
(w) Employees will disinfect tables and chairs after each guest in the Baccarat Lounge

Physical Distancing Protocol15
(a) Table game seating and playing positions will be limited based on regulatory guidance. In addition, many of the tables will have plexiglass between each player
   (i) Three chair/guest maximum per blackjack table game (corners and middle seat remain)
   (ii) Four chair/guest maximum per bean baccarat table
   (iii) Four chair/guest maximum per roulette table
   (iv) Three players maximum on each side of dice tables
(b) Managers and Supervisors will ensure unrelated guests do not congregate behind players
(c) Seating will be removed from the Table Games Lounge to enforce maximum occupancy limits
(d) Dealers will verbally give breaks instead of “tapping in” and maintain appropriate separation

Guest Considerations
(a) Guests will be reminded to use hand sanitizer prior to the start of play and highly encouraged to use face coverings
(b) Cocktail Servers will remain available and serve beverages upon request; Butlers will remain available for food and beverage service in VIP gaming areas
(c) Baccarat Buffet service will be suspended with only pre-packaged or made to order food served

11 Race & Sportsbook Operations

Cleaning & Disinfecting Protocol
   a) Supervisors will disinfect race carrels and chairs after each guest
   b) Ticket Writers will disinfect the counter after each guest
   c) Chairs will be disinfected hourly
   d) Race & Sportsbook will be deep cleaned daily
   e) VIP Booths will be disinfected after each use
   f) Supervisors will clean and disinfect their station upon shift change, or at least every hour if shared, including phones, computers, Veridocs, all hard surfaces and counters

Physical Distancing Protocol
   a) Every other betting station open
   b) Six-foot intervals will be marked for ticket window queues
   c) Seats, carrels and booths will be reconfigured or removed to allow for appropriate physical distancing

Guest Considerations
   a) Hand sanitizer will be available for guest use

15 https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731
HOTEL OPERATIONS

12 Business Services, Office Services, Lost & Found

Cleaning & Disinfecting Protocol
a) Counters and equipment will be disinfected at least once per hour
b) In-house mail vehicle will be disinfected after each use
c) Addition of a disinfection kit to each locker bank with instructions on how to properly clean the terminal screen and locker box
d) Disinfect internet stations and post disinfection signage for guest reference

Physical Distancing Protocol
a) Employees will use separate counters and have individual stations to eliminate shared equipment
b) Maximum of two employees at counter
c) Greeter at front door of Business Services, when necessary, to control physical distancing
d) Credit card swipe will be moved to front counter
e) Guest will be requested to place packages directly on the scale and then onto the conveyor
f) Convert Security Hut Window at Convention Dock into a pickup/drop off point with limited contact for couriers
g) Six-foot physical distancing minimums will be enforced with common carriers
h) Encourage the use e-mail for all guest transactions
i) Offer Internet Stations for printing and completing any documentation instead of at counter

Guest Considerations
a) Newspaper services will be discontinued throughout the property. Guests will be provided access to PressReader on their own devices.
b) All packages will be placed in sealed single-use plastic bags
c) Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will call the room and then wait six feet away to ensure the package is retrieved

13 Front Services & Transportation

Employee PPE
a) Additional PPE, including gloves and masks, will be provided for drivers and valet attendants upon request
b) Drivers and valet attendants will be provided individual bottles of hand sanitizer to keep on their person throughout their shift

Cleaning & Disinfecting Protocol
a) Disinfect high touch front services spaces and equipment including dispatch offices, bell desks, luggage storerooms, luggage belts, bell carts, porte cocheres and drop-off/pick-up waiting areas
b) Offices, desks, counters, workspaces and related equipment (including iPads and radios) will be disinfected at least once every four hours or upon a new employee using the equipment

c) Scooters, wheelchairs and other guest amenities will be disinfected after each use

d) Baggage doors disinfected every hour

e) Baggage belt divider tubs, bell carts and related equipment will be disinfected after each use

f) Back of House (BOH) elevator buttons will be disinfected at least once per hour

g) Vending machines (break room and taxi tunnels) will be disinfected at least once per hour by PAD

Physical Distancing Protocol

a) Guest laundry and dry-cleaning services will be available using contactless pick-up and delivery protocols

b) Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible

c) Valet parking pick-up waiting rooms will be closed; attendants will assist from the exterior

Guest Considerations

a) Self-service ice machines will be suspended and signage posted indicating ice is available through IRD

14 Pool Operations

Cleaning & Disinfecting Protocol

a) Pools and spas will continue to be operated to meet or exceed SNHD Aquatic Facility Regulations and be re-opened in compliance with the SNHD Guidance for Aquatic Venues16

b) Chaise lounge chairs will be disinfected after each use

c) Cabana guest contact surfaces will be disinfected after each use

d) Cabanas will be pressure washed and disinfected each night

e) Towel desk, entry kiosks and all other desks and counters will be disinfected at least once per hour

f) Lifeguard stands will be disinfected upon rotation

Physical Distancing Protocol

a) Reservations will be required

b) Chaise lounge chairs set with appropriate physical distancing

c) Lifeguards and signage will remind guests to practice proper physical distancing while using the pools

d) Hot tubs will remain closed

Guest Considerations

a) Guests will be reminded by lifeguards and pool attendants to remove face coverings while in the pool17

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15 Golf Operations

Cleaning & Disinfecting Protocol

a) Golf carts will be disinfected before and after each round by a designated cart ‘pit crew’
b) Loaner clubs will be disinfected before and after each round
c) Locker rooms and foyer area will be disinfected at least once every four hours; guest contact areas in each disinfected after each use
d) All employees will be provided personal size hand sanitizer and wipes to keep on them during their shifts and while on the course
e) Employees must wash or sanitize hands after touching any guest equipment including clubs, bags or shoes

Physical Distancing Protocol

a) One player per cart unless immediate family members and/or following updates on guidance from local authorities
b) Addition of inserts into golf hole cups to allow easy removal of balls
c) Increased tee time spacing to 20-minute intervals
d) Every other bay to be used for warm-up area
e) Caddies will use their own golf cart and refrain from handling guest tees, markers, scorecards, pencils and other small equipment
f) Sand and seed bottles have been removed from carts; employees will handle between rounds
g) Remove rakes from bunkers; one rake per golf cart to only be handled by the caddie

Guest Considerations

a) Attendant at coffee and fruit station providing service; no self-service available
b) All food and beverage items will be served in single use individual containers
c) Welcome packet of tees, ball markers a scorecard and pencils pre-set in carts for player use

16 Public Area (PAD)

Employee PPE

a) Gloves (single use or disinfected reusable) will be used for all cleaning and trash removal

Cleaning & Disinfecting Protocol

a) Employees will disinfect high touch public area surfaces at least once per hour, including but not limited to:
   • Guest and garage elevator button panels
   • Entry doors
   • Escalator handrails
   • Plaza and Parasol handrails
   • Employee dining tables and counters
   • Front of the house restrooms
b) Employees will disinfect other public area contact surfaces at least once every four hours, including but not limited to:
   • Credenzas
   • Esplanade fountain handrails
   • Exterior elevators and handrails
• Exterior stair handrails including parking garages
• Employee smoking areas
• Exterior benches

c) Employees will disinfect infrequent contact surfaces at least once every 24 hours, including but not limited to:
• Individual offices
• Back of house elevators

Physical Distancing Protocol
a) No department specific requirements

Guest Considerations
a) No department specific requirements

17 Front Office

Cleaning & Disinfecting Protocol
a) Disinfect all guest touchpoints after each transaction including EMV Credit Card Devices, pens and registration countertops
b) Room keys will be disinfected before stocking
c) Offices, Call Centers, Registration Desks will be deep cleaned and disinfected upon a shift change

Physical Distancing Protocol
a) Restructure stanchions to provide appropriate six-foot intervals
b) Staff every other workstation
c) Lobby Greeter will provide guidance to arriving and departing guests to ensure physical distancing measures will be followed
d) Implement peak period queueing procedures, including a Lobby Greeter, when the number of guests exceeds the lobby capacity

Guest Considerations
a) Wynn Tower Suites interior entry doors will be propped open to minimize guest contact
b) VIP Lounge Ambassador will serve all food and beverage; no self-service available

18 Housekeeping

Employee PPE & Hygiene
a) Gloves (single use or disinfected reusable) will be used for all cleaning and trash removal
b) Gloves will be changed, with proper hand hygiene, after each guest room

Cleaning & Disinfecting Protocol
a) Carts, trolleys and equipment will be disinfected at the end of each shift
b) Guest linen will be delivered and removed from guest rooms in clearly labeled clean and dirty bags
c) Pillow protectors, when used, on guest room beds will be changed upon guest departure
d) Back of house restrooms will be disinfected at least once every four hours
e) Rooms will be thoroughly cleaned and disinfected with EPA List N disinfectants after check-out
f) Disinfected rooms will be sealed with a disinfection label (only the new guest staying in a room will break the seal)

Physical Distancing Protocol
a) Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations
a) All reusable collateral will be removed from rooms; critical information to be placed on single use collateral or electronically posted (in coordination with IRD)
b) Disposable collateral which cannot be appropriately disinfected will be disposed and changed after each guest
c) Newspapers and magazines will continue to be provided through PressReader for guests to access on their own devices
d) Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
e) Shoeshine will be suspended until further notice
f) Specific disinfection consideration will be paid to the following guest room areas:
   • Desks, counter tops, tables and chairs
   • Phones, tablets and remotes
   • Thermostats
   • Cabinetry, pulls and hardware
   • Doors and doorknobs
   • Bathroom vanities and accessories
   • Bathroom fixtures and hardware
   • Windows, mirrors and frames
   • Lights and lighting controls
   • Closets, hangers and other amenities

SALON, SPA & FITNESS CENTERS

19 Salon

Employee PPE & Hygiene
a) Assistants will use gloves for linen removal
b) Manicurists will use gloves for manicures and pedicures
c) Employees to use face shields or goggles for prolonged close contact treatments including hair cuts

Cleaning & Disinfecting Protocol
a) All contact surfaces, tools, utensils, equipment, carts and trolleys to be cleaned and disinfected between guests in accordance with Nevada State Board of Cosmetology guidance
b) Tools, utensils and equipment will be assigned to individual technicians and not shared
c) Single use tools will be used when available and disposed of after each use
d) Laundry will be cleaned in accordance with CDC guidelines

e) Clean and soiled linens will be transported in sealed single use plastic bags into and out of the salons.

**Physical Distancing Protocol**

a) Services will be provided by reservation only
b) Guests will be asked to wait outside of the salon until their scheduled appointment time
c) Treatment chairs will be physically distanced by a minimum of six feet or divided by partitions

**Guest Considerations**

a) Face coverings will be provided and required unless it is necessary to remove the face covering for a short period of time to complete the service and for makeup services.
b) Beverage service will be provided using individual bottles or disposable cups
c) Print magazine and newspaper services will be discontinued throughout the property. Guests will be provided access to PressReader on their own devices.
d) Makeup services, when available, will be done at one station, away from any hair-drying services

e) Collateral and pens to be single use; check presenters and other reusable collateral to be discontinued

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### 20 Spas

**PPE & Hygiene**

a) Employees and guests will wash and sanitize their hands before and after each treatment
b) Face coverings will be required during treatments, or portions of treatments, when the guest is facing the therapist for a prolonged period of time
c) Disposable gloves will be worn based on treatment and products in use and in line with industry best practices
d) Employees to use face shields or goggles for prolonged close contact face treatments including facials

**Cleaning & Disinfecting Protocol**

a) Treatment room contact surfaces will be cleaned and disinfected between each guest
b) Bathmats will be used in areas that guests touch the floor with bare feet
c) Porous contact surfaces will be covered by a protective layer or clean linen that can be disposed of or properly sanitized after each guest

**Physical Distancing Protocol**

a) Spa services will be available by appointment only
b) All communal areas of the spa including locker rooms (restrooms to remain open), saunas, steam rooms, whirlpools, plunge pools and showers will remain closed

**Guest Considerations**

a) Spa treatment menus will exclude services that cannot be performed based on internal policies and regulatory guidelines
b) Guests will be required to complete an additional health screening prior to treatment
c) Guests will be informed when booking that the locker rooms and communal areas will not be available; Guests should arrive prepared for their treatment
d) Sanitized sandals or disposable slippers will be available upon request in private treatment rooms
e) Beverage service will be provided using individual bottles or disposable cups
f) Collateral and pens to be single use; check presenters and other reusable collateral will be discontinued

21 Fitness Centers
Cleaning & Disinfecting Protocol
a) EPA List N approved sanitizer spray or wipes will be available for attendants and guests to use on equipment between users
b) Fitness centers will be closed for 15 minutes each hour to allow for all contact surfaces and equipment to be cleaned and disinfected between workout sessions

Physical Distancing Protocol
a) Fitness center use will be limited to maximum occupancy limits and by appointment only
b) Appointments will be available for 45-minute sessions at the top of the hour during operating hours
c) Equipment will be removed or marked with appropriate signage to allow a minimum of six feet between equipment and guests
d) Occupancy will be limited to 50% of the licensed capacity

Guest Considerations
a) Guests will be asked to arrive five minutes prior to their scheduled reservation time and provided details on current protocols
b) Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming

22 Aviation Services
Health Screening
a) Guests traveling on Wynn aircraft will be required to complete the following questionnaire for themselves and their traveling party at least 24 hours prior to departure:
   • Do you have a new cough that you cannot attribute to another health condition?
   • Do you have new shortness of breath that you cannot attribute to another health condition?
   • Do you have any two of the following symptoms:  Fever (100.4° F or above), chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell?
   • Have you come into close contact (within 6 feet) of someone who has a laboratory-confirmed COVID-19 diagnosis in the last 14 days?
b) Aircraft will not be dispatched until the questionnaire is received and all answers to the questions are negative for all passengers
c) The Captain of the flight will complete a temperature check, of both passengers and crew before each flight and refuse boarding for any passenger with a fever of 100.4°F or above

d) If a passenger or crew member is displaying or complaining of any of the known symptoms of COVID-19 the Captain will deny boarding to the crew member and/or the entire group of travelers

e) Passengers will be provided and ask to use hand sanitizer and wear a face covering before boarding the aircraft

**Employee PPE & Hygiene**

a) Captain will wear surgical masks, gloves and eye protection for health screenings

b) Flight attendants will use tongs to distribute face coverings for passengers

**Cleaning & Disinfecting Protocol**

a) Aircraft will be thoroughly cleaned and disinfected before and after each flight using CDC and EPA approved methods appropriate for the aircraft

b) Shared, high contact surfaces will be disinfected throughout the flight including, but not limited to, restroom surfaces, doors and handles and control panels

c) Aircraft will continue to refresh 100% of the cabin air every two to four minutes (per normal operating procedures)

**Physical Distancing Protocol**

a) Aircraft capacities:
   - Passengers traveling together from the same household or immediate family members up to the maximum capacity of the aircraft in use
   - Passengers traveling together from different households or non-immediate family members may travel with a maximum of ten passengers on the aircraft and will be asked to seat in separate groupings

**Guest Considerations**

a) Food and beverage service will be on single use disposable placemats and/or cloth linens that can be washed between flights

b) Flight attendants will sanitize their hands between each food and beverage service interaction

c) Meals and snacks will be served in pre-packaged individual containers

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**RETAIL**

23 **Wynn Owned Stores**

**Cleaning & Disinfecting Protocol**

a) Cash wraps, phones, workstations, hard surfaces, handles and frequently touched surfaces will be disinfected at least once per hour and upon a shift change

b) Disinfect carts and mag liners before and after each use

c) Disinfect handles, knobs, cage locks, cages and stock room surfaces at least once per hour

**Physical Distancing Protocol**

a) Signage will be prominently posted at each store reminding guests of maximum occupancies and distancing guidelines

b) Tailoring service will be postponed until further notice
Guest Considerations

a) Guests will receive direct assistance from a Retail attendant
b) All sales final until further notice (including phone orders)

FOOD & BEVERAGE

24 Restaurants, Bars & Lounges

Employee PPE & Hygiene

a) Employees will practice proper hand hygiene before serving food or beverage items and again after handling the removal of food or beverage items from a table or bar

Cleaning & Disinfecting Protocol

a) Host Podiums including all associated equipment will be disinfected at least once per hour
b) Service stations, service carts, beverage stations, counters, handrails and trays will be disinfected at least once per hour and logged by a manager
c) POS terminals will be assigned to a single server where possible and disinfected between each user and before and after each shift. If multiple servers are assigned to a POS terminal, servers will disinfect their hands after each use
d) Dining tables, bar tops, stools and chairs will be disinfected after each use
e) Condiments will be served in single use containers (either disposable or washed after each use)
f) Votives, pens and all other reusable guest contact items will be either disinfected after each use or single use
g) Menus and check presenters will be single use, disposable or laminated to allow for disinfection between uses
h) Existing porous placemats (including Chilewich style) will be replaced with linen, single use disposable or non-porous placemats that can be machine washed and disinfected after each use
i) Disinfect trays (all types) and tray stands disinfected after each use
j) Storage containers will be disinfected before and after each use
k) Food preparation stations will be disinfected at least once per hour
l) Kitchens will be deep cleaned and disinfected at least once per day
m) Food and beverage items being prepared will be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)

Physical Distancing Protocol

a) Hostesses and managers will manage physical distancing at entries, waiting areas and queues (in addition to signage)
b) Guests who are waiting for a table will be asked to wait outside of the restaurant and will be informed by text or phone when their tables are ready
c) Tables and booths will be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
d) Groups of guests from the same household may be seated at tables up to ten guests
e) Reduce bar stool count to provide appropriate physical distancing per local health guidance
f) Manage the line flow at quick serve outlets to ensure coffee and food pick up areas remain appropriately distanced
g) Additional quick serve coffee options will open based on demand and length of physically distanced lines (Lobby Bar, Wynn Coffee Cart)

h) Casino Service Bars will be staffed to allow for appropriate distancing between employees

Guest Considerations
a) Table settings, including all china, glass and silverware, will be set after the guest is seated; tables not being used should remain unset
b) All flatware will be provided as a roll-up using a disposable or properly cleaned cloth napkin
c) Refills should be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already used
d) Restaurant and bar guests will be provided a disposable tissue or mat surface to place their mask or face covering on while dining
e) All self-serve condiments and utensils will be removed and available from cashiers or servers
f) All straws will be wrapped
g) Napkin service will be suspended until further notice (no placing in a guest’s lap or refolding)
h) Tableside cooking will be suspended until further notice
i) Remove grab and go offerings; available from fountain workers only
j) Bar snacks will be served per individual guest and not shared by the table
k) All food and beverage items will be placed on the table, counter, slot or other surface instead of being handed directly to a guest

Additional Employee Dining Room (EDR) Protocols
a) No self-serve food available (including snacks)
b) Food will be served by EDR cooks and line attendants or in pre-packaged single serve containers
c) Single use cups for beverage (no refills)
d) Prepackaged plastic flatware
e) Trays and plates will be distributed by EDR attendants
f) Extension of EDR sneeze guards

25 In Room Dining (IRD)

Cleaning & Disinfecting Protocol
a) All equipment will be disinfected prior to assigning for the shift
b) Employees assigned to individual stations (including Sales Agents) will disinfect their stations and all equipment at least once per hour and at each change of shift
c) Bus Runners will disinfect all doors, handles and high contact surfaces at least once per hour

Physical Distancing Protocol
a) Set food on tables in hallway and notify guest when the table is outside of the guest’s room (plate covers remain) – guests will retrieve their own table
b) Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

Guest Considerations
a) Printed IRD menus will be removed from rooms
• Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.
  
b) Minibars will be locked, all loose product removed, and service suspended until further notice
  • Items will be available upon request from IRD

26 Catering & Banquets

Cleaning & Disinfecting Protocol
  a) All shared equipment and meeting amenities will be disinfected before and after each use, or be single use if not able to be disinfected
  b) All linen, including underlays, will be replaced after each use
  c) Clean and soiled linens will be transported in sealed single use plastic bags into and out of the meeting rooms

Physical Distancing Protocol
  a) All self-serve buffet style events will be suspended until further notice
  b) All food and beverage items will be individually plated and served
  c) Coffee and other break items will be attended and served by a server
  d) Flatware will be provided as a roll-up
  e) Condiments will be served in individual PCs or disinfected individual containers
  f) Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Hotel Sales & Convention Services)
  g) Groups larger than 250 guests will not be permitted pending approval from the Nevada Gaming Control Board and local health authorities

Guest Considerations
  a) Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
  b) All flatware will be provided as a roll-up using a disposable or properly cleaned cloth napkin
  c) Refills will be provided in a fresh glass or poured directly from a pitcher; no contact should be made with a glass that a guest has already used
  d) Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
  e) Create modified menus to showcase styles of service and items currently available

27 Hotel Sales & Convention Services

Cleaning & Disinfecting Protocol
  a) Disinfect conference room doors, tables, chairs light switch and other equipment after each group use
  b) Meeting Concierge and Specialty Desk will disinfect their respective work areas, counters, doors and equipment at least once every four hours and upon a shift change

https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731
Physical Distancing Protocol
   a) Seating capacities and floor plans will be reviewed on an event by event basis to ensure appropriate physical distancing that follows Clark County Fire Department, SNHD and CDC guidelines (in coordination with Catering & Banquets)
   b) Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations
   a) Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
   b) Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

ENGINEERING & FACILITIES

28 Engineering & Facilities Management

Cleaning & Disinfecting Protocol
   a) Potable water will be flushed in accordance with SNHD General Guidance on Flushing Potable Premise Plumbing Systems
   b) Food service outlet hot and cold-water fixtures will be flushed for five minutes

SECURITY

29 Security Operations

Employee PPE & Hygiene
   a) Officers requiring direct guest contact or conducting secondary health screenings will use surgical masks and eye protection
   b) Officers distributing face coverings will use tongs to avoid direct contact with the face covering and visitor

Cleaning & Disinfecting Protocol
   a) All contact surfaces will be disinfected at the completion of an incident (in addition to standard disinfection protocols)
   b) Shift managers will assign specific disinfection responsibilities and ensure proper protocols are followed
   c) Shift Supervisors will log completed tasks
   d) Handcuffs, holding rooms and all related equipment and contact surfaces will be disinfected after each use
   e) Shift Manager will notify the Security Command Center (SCC) after unscheduled or specialty cleaning protocols are complete (i.e. after a subject is released from a holding room and the room has been disinfected)
   f) SCC will track critical activities in iTrak

20 https://gaming.nv.gov/modules/showdocument.aspx?documentid=16731
Physical Distancing Protocol
   a) Standard protocols will be followed unless a specific incident requires more invasive contact (i.e. taking a subject into custody for a criminal offense)
   b) Security Officers will assist, when available, with enforcing physical distancing protocols in guest queuing areas as required (restaurants, casino floor, registration areas, elevator lobbies, etc.)

Guest Considerations
   a) Security Officers will familiarize themselves with hand sanitizer and mask distribution points for guests and coworkers
30 Screening & Case Reporting Protocol

Entry Screening

Non-invasive thermal cameras will be placed at each entry point to the resort. Any person displaying a temperature above 100.4°F or above or displaying or complaining of a cough, fever, shortness of breath, chills, a new loss of taste or smell, repeated shaking with chills, muscle pain, headache, sore throat or other known symptoms of COVID-19 or will be discreetly offered a secondary screening.

Employees participating in a secondary screening are to follow proper hand hygiene and apply appropriate PPE, including a surgical mask and eye protection, before engaging with the visitor.

Secondary Screening

The visitor displaying an elevated temperature or other known symptom of COVID-19 will be escorted to a designated, private and isolated area and provided with PPE.

An EMT or security officer will use a temporal thermometer to record a second temperature reading (allowing at least 10 minutes between the first and second temperature readings) and will ask the visitor the following questions:

- Do you have a new cough that you cannot attribute to another health condition?
- Do you have new shortness of breath that you cannot attribute to another health condition?
- Do you have any two of the following symptoms: Fever (100.4° F or above), chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell?
- Have you come into close contact (within 6 feet) of someone who has a laboratory-confirmed COVID-19 diagnosis in the last 14 days?

If the visitor refuses the Secondary Screening, they will be denied entry to the property and provided a COVID-19 information card.

Visitors with Elevated Temperature or COVID-19 Symptoms

If the Secondary Screening confirms that the visitor has a temperature of 100.4°F or above, is displaying or complaining of the known symptoms of COVID-19, or otherwise answers any of the questions in the affirmative, a visitor who is not a confirmed hotel guest will be denied entry** to the property and be directed towards medical care and provided with resources and recommendations based on CDC and local health authority guidelines.

A Security Supervisor will collect basic visitor information including the name of the visitor and their place of residence.
If a visitor refuses to provide information or cooperate with Security, the visitor will be denied entry to the property.

The Preliminary Investigator handling the case will immediately notify the Southern Nevada Health District (SNHD) at (702) 759-1300 Option 2 and advise the operator that there is a possible case of COVID-19.

The Preliminary Investigator will also inform the SNHD if the visitor is requesting medical care, refusing to cooperate and leaving the property, of any visible symptoms and the results of questioning.

If a visitor is a confirmed hotel guest from out of town and has an elevated temperature or otherwise answers the questions affirmatively, the guest will be offered the following options (all in direct coordination with SNHD):

1. If the hotel guest does not wish to check-in, a Security Supervisor will be called to advise the guest of the option to either seek medical attention on their own or, if they have private transportation, to return to their residence in another jurisdiction. In either case, the Security Supervisor will advise the SNHD of the visitor’s intent to seek medical attention or return to their residence in another jurisdiction.

2. If the hotel guest wishes to check-in, the guest will be required to self-quarantine in the guest room until an onsite test can be administered and the results received:
   a) A Security Supervisor will be called to escort the guest and explain the remainder of the process in coordination with SNHD guidance.
   b) The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
   c) The SCC will notify PAD and the elevator will be returned to service only after properly disinfected by PAD.
   d) The guest will be required to self-quarantine by staying inside their hotel room pending the results of testing (to be provided in coordination with UMC in the guest’s hotel room).
   e) The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and the room is properly disinfected.
   f) Housekeeping service will be suspended (amenities will be delivered to the outside of the room upon request).
   g) In Room Dining will be available using contactless delivery and single-use, disposable service ware.
   h) As may be directed by the SNHD on a case-by-case basis, a guest who tests positive for COVID-19 will be transported for medical care, private accommodation, or other lodging.
3. A hotel guest who exhibits signs of COVID-19 subsequent to check-in may self-quarantine in the guest room until an onsite test can be administered and the results received:
   a) A Security Supervisor will be called to escort the guest for the remainder of the process.
   b) The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
   c) The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
   d) The SCC will notify PAD and the elevator will be returned to service only after properly disinfected by PAD.
   e) The guest will be required to self-quarantine by staying inside their hotel room pending the results of testing (to be provided in coordination with UMC in the guest’s hotel room).
   f) The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until medical clearance is given and the room is properly disinfected.
   g) Housekeeping service will be suspended (amenities will be delivered to the outside of the room upon request).
   h) In Room Dining will be available using contactless delivery and single-use, disposable service ware.
   i) As may be directed by the SNHD on a case-by-case basis, a guest who tests positive for COVID-19 will be transported for medical care, private accommodation, or other lodging.

3. A hotel guest who exhibits signs of COVID-19 subsequent to check-in who does not wish to self-quarantine or be tested onsite may return to their room to collect their belongings and to check out:
   a) A Security Supervisor will be called to escort the guest for the remainder of the process.
   b) The guest will be provided appropriate PPE (if not already wearing) and escorted directly to their room.
   c) The Security Supervisor will control the elevator to ensure no other visitors use the same cabin.
   d) The SCC will notify PAD and the elevator will be returned to service only after properly disinfected by PAD.
   e) The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until the belongings have been retrieved and the room is properly disinfected (as if the guest tested positive for COVID-19).
   f) The SNHD will be advised of the circumstances of the guest’s decision not to be tested onsite and will be given as much information regarding the guest as available.

4. If a hotel guest who exhibits signs of COVID-19 requests to leave the property to seek medical attention, or such attention is medically required and does not wish to or cannot return to their hotel room to collect their belongings:
   a) The SCC will notify the Hotel Manager on Duty to pin the room and not permit access until proper medical clearance is given and/or the room is properly disinfected.
   b) The guest’s belongings will remain in the room until security can arrange for the safe removal and secure storage of the belongings in sealed bags or suitcases. The exterior of each bag and suitcase will be disinfected before it is transported.
c) Guest belongings will remain in secure on property storage until the guest or SNHD can retrieve the belongings.

d) Hotel Management will determine the best course of action to handle the outstanding folio on a case by case basis.

e) The room will be properly disinfected (as if the guest tested positive for COVID-19).

5. Guests who have previously displayed an elevated temperature who seek medical treatment on their own may NOT return to the resort until they have been medically cleared. Once proper medical clearance is given, they may return to their room (if still checked-in).

6. If the Guest with an elevated temperature or known symptoms is sharing the room or has had close contact with other visitors:
   a) The Security Supervisor will determine room shares and close contact guests traveling with the elevated temperature guest. The full protocol will be followed beginning with a secondary screening for all close contacts.
   b) Follow SNHD guidance on required isolation or quarantine procedures for close contacts as appropriate.
   c) If a room is being used for self-isolation the SCC will inform Hotel Management and CDC and local health authority guidelines will be followed for all additional contact with the guest and service to the room.

<table>
<thead>
<tr>
<th>Transportation</th>
<th>If the visitor has their own vehicle the visitor may leave in their own vehicle.</th>
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<tbody>
<tr>
<td></td>
<td>If the visitor does not have their own vehicle an ambulance will be called to transport the person to the appropriate medical care facility as directed by the SNHD and local health authorities.</td>
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<tr>
<td></td>
<td>Visitors who are displaying the symptoms of COVID-19 should NOT be directed to use public transportation, including aircrafts, taxis, Uber, Lyft or other shared transportation options.</td>
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</tbody>
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<thead>
<tr>
<th>Internal Reporting</th>
<th>The Security Supervisor will notify the Preliminary Investigator to prepare an incident report.</th>
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<tr>
<td></td>
<td>The report will be submitted to the head of Crisis Management. The head of Crisis Management will be responsible for distributing information to other operating departments only on a need to know basis and in accordance to relevant SNHD and State of Nevada emergency directives.</td>
</tr>
</tbody>
</table>
The incident report should include the visitor name, identification information, room number (if applicable), if the temperature reading(s) was 100.4°F or above, if other known symptoms of COVID-19 were present or complained about, known visitor traveler information and if the visitor was transported for medical care.

The incident report will be updated as new information is available and when/if the visitor returns to property.